

# APPLICATION FOR MEDICAL CLAIMS REVIEW AGENT

State Form 45687 (R2/05-2003)

INDIANA DEPARTMENT OF INSURANCE

Check if New Application	<input type="checkbox"/>
Check if Renewal	<input type="checkbox"/>

For Dept. use only:

Date Fee processed \_\_\_\_\_

Date Registration processed \_\_\_\_\_

## INSTRUCTIONS:

1. Medical Claims Review Agents are required to provide documentation that they meet each of the statutory and regulatory requirements necessary to be licensed as a Medical Claims Review Agent. If there has been no change in the documentation submitted for your last renewal application, submit this completed application and the renewal fee. If there has been ANY change to the documentation submitted with your last renewal application or new application filed since July 1st, submit the revised documentation with this completed application, the completed application checklist and renewal fee.
2. Please notify the Department of Insurance of any material change of any information set forth in this application within thirty (30) days of the change. A change in ownership requires a new application, application fee and supporting documentation which should be submitted with the notice of material change.
3. Please TYPE responses to the questions below.

Incorporated name of Medical Claims Review Firm		D/B/A name
FIN/EIN Number		
Address (include street address and P.O. Box)		
City	State	Zip Code – Nine Digit
Telephone number	Toll-free number (Toll-free number required)	Fax number
Name of contact person	Telephone number of contact person	
E-mail for contact person	Company Website	

**Respond to these questions by checking the correct response. All answers marked “No” must have explanation attached on separate page.**

- A. Do you have a working telephone call recording system capable of accepting or recording incoming telephone calls or providing instruction during hours other than normal business hours? ☐ Yes ☐ No
- B. Are all messages left on your call recording system responded to within two (2) business days after receiving the call? ☐ Yes ☐ No
- C. Do you include in the notice of medical claims review determination the principal reason for the determination? ☐ Yes ☐ No
- D. Does your notification of medical claims review determination include a copy of the procedures to initiate an appeal of the determination? ☐ Yes ☐ No
- E. Medical claims review agents are required to protect the confidentiality of medical records of enrollees or covered individuals. Does your organization have written procedures that ensure medical records are kept confidential in accordance with federal and state law? ☐ Yes ☐ No
- F. Indiana law requires that a medical claims review agent must "ensure that every medical claims review determination as to the necessity or appropriateness of an admission, a service or a procedure is reviewed by a physician or determined in accordance with standards or guidelines approved by a physician."
- Please provide a separate signed statement by a physician licensed in the United States, employed or under contract to your medical claims review firm, verifying that determination made as to necessity or appropriateness of admission, service, or procedure are reviewed by a physician licensed in the United States or determined in accordance with standards or guidelines approved by a physician licensed in the United States. In lieu of this signed statement, your firm may provide other appropriate documentation to satisfy the requirement of the law.

Indiana law requires that a medical claims review agent must provide, upon request, a written description of the appeals procedure to a covered individual or enrollee or the person's provider of record. The appeals procedure must comply with the following requirements:

- A. on appeal, the determination not to certify an admission, service or a procedure as necessary or appropriate must be made by a health care provider licensed in the same discipline as the provider of record;
- B. adjunction to the appeal of a determination must be completed within thirty (30) days after the appeal is filed and all information necessary to complete the appeal is received; and
- C. if a medical review determination results in a limitation or reduction of benefits, a notice of appeals procedure shall be provided by the medical claims review agent to the provider who rendered the health care services.

Does the appeals procedure of your firm meet the above standards? ☐ Yes ☐ No

**I certify that ☐ there have been no changes to any application information and documentation submitted during the last year; or**

**I certify that ☐ there have been changes to the previously submitted application information and documentation, and have attached the revised documentation.**

**I certify that the above statements are true.**

Signature of applicant	Date	Printed name of signature	Title
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